

Appendix 2

Library and Information Service

Highlights 2016 – 2017

The Service's highlights reflect the DCMS "Libraries Deliver: Ambition for Public Libraries in England 2016-2021" approach, which identifies the following strategic purposes: 1. Reading and literacy, 2. Digital literacy, 3. Health and wellbeing, 4. Economic growth, 5. Culture and creativity, 6. Communities, and 7. Information and learning.

1. Reading and literacy

1.1. The Summer Reading Challenge.

The Summer Reading Challenge theme for 2016 was The Big Friendly Read, to celebrate 100 years since Roald Dahl's birth. Library staff visited schools during the summer term to promote the scheme and events and activities were held across the borough over the summer to encourage children to read. The SRC was also supported through the eLibrary with a collection of Roald Dahl titles. Overall some 2,906 children joined the scheme with over 90% completing and receiving their certificate at an autumn school assembly.

1.2. London Cityread

For the sixth year running, Lewisham has been a part of Cityread London. The campaign that aims to bring all of London together to read a book set in our City, focussed this year on an Elizabethan political thriller and murder mystery, "Prophecy" by S. J. Parris. The themes of Elizabethan London, magic, politics and murder mystery gave us plenty to work with and we put on a month of local festivities to support the London-wide programme.

Our month began with a centrally funded event: Established historical fiction author, Imogen Robertson, came to Deptford Lounge and ran a historical fiction writer's workshop for members of the public, most of them already regular members of the Multicultural Writer's Group there. It was a great opener to a month that also included:

- reading aloud from Elizabethan texts at Lewisham,
- a local history walk "Walk Like an Elizabethan" lead by library staff discovering the history of the Thames around Pepys,
- "Pen and Ink" a chance to try out calligraphy using a dip-pen and inks at Sydenham Community Library.

The Cityread book was supported by a whole collection of fiction and non-fiction on display in every library. The Local History and Archives service supported this with a series of daily tweets with local Elizabethan reference, and blog posts with authentic Tudor recipes and information on how to research your Tudor ancestors.

Prophecy was made available in our eLibrary for unlimited download throughout the month, so that a virtual reading group could be created.

1.3. LGBT History Month

Libraries and the Lewisham LGBT Staff Forum once again co-ordinated LGBT History Month in February. Events included a hilarious evening with comedian and writer VG Lee at Lewisham Library, which was attended by 20 people; 15 young people discussed gender, sexuality and trans issues in a session as part of the Reading Well Reading Hack project using Shelf Help collections to explore themes and New Cross Learning hosted an evening with poetry and prose from authors from LGBT publisher Paradise Press.

The month was also used as an ideal opportunity to renew and promote LGBT collections in all branches and also online collections of books and magazines. Branches with facilities also incorporated LGBT films into their weekly showings.

It has also just been confirmed that the award winning LGBT literary salon Polari will be coming to Lewisham Library in the Autumn as part of the Polari Literary Festival. There will be a creative writing workshop in the afternoon with one attendee chosen to perform at the evening event alongside critically acclaimed authors Stella Duffy, Pat Cash, Paula Varjack, VG Lee and Paul Burston.

1.4. **Black History Month**

Sandra Agard hosted a special multicultural writers group and local author Stevenson Mukoro spoke about his latest novel at Lewisham Library.

A “Black History Month recommends …” selection was highlighted on our eLibrary, there were displays in all libraries to promote the month and local craft, writing and reading events were held for all ages. This was supported by film screenings at several libraries throughout the month.

2. Purpose 2: Digital literacy

2.1. **Access to Research**

Lewisham Libraries offer a range of high quality research level databases. Access to Research gives free, walk-in access to a wide range of academic articles and research in public libraries across the UK. The John Johnson Collection of Printed Ephemera collection provides access to thousands of items and offers insights into the changing nature of everyday life in Britain from the 17-19th Century. The Historical newspaper collections Times Digital Archive 1785 to 2007, Illustrated London News Historical Archive 1842 to 2003 and 19th Century British Library Newspapers support historical research for students, local historians and the curious.

The databases Oxford Dictionaries, Oxford Dictionary of National Biography, Oxford English Dictionary, Oxford Music Online and Oxford Reference Online jointly offer access to millions of quality, unbiased entries for free. Along with Britannica and Credo Reference these offer quality homework help resources for students to use in the library or at home.

To support independent researchers we offer spaces in which they can work close to where they live. The spaces are well lit and without pressure to purchase expensive, unhealthy beverages and food. They can also charge their devices free of charge.

2.2. **Lewisham GoON**

Lewisham Library has worked with Lewisham Go ON to host **Digital Zone (Go ON)** events at the library. Members of the public are invited to come and find out how to get online, and can bring their laptop, smartphone or tablet to get tips on how to use it. This includes how to register with Learn My Way and how to access and download our eBooks, newspapers and magazines.

2.3. **Learn My Way**

Learn my Way is a self-learning package from Good Things Foundation for digital beginners which helps people develop their digital skills through courses such as “Evaluate which websites to trust”, “How to use a keyboard” and a “How to use a touchscreen”. Once people have registered they can learn at their own speed. Lewisham Library alone has had 201 registrations in the last year.

3. Purpose 3: Health and wellbeing

3.1.

Health and wellbeing

Lewisham Libraries have facilitated and supported a number of health initiatives for residents of all ages including children.

These have included sessions by MEND, (Mind Exercise, Nutrition, Do it) for families with over-weight or obese children. Stress, anxiety and mindfulness sessions are offered by SLAM, there are volunteer training sessions to get the young and disabled back to work, a hearing aid clinic, stop smoking advice, yoga classes and HIV testing. Lively Minds, the Reminiscence group and the Over 50s club all offer activities and support to older residents. A Health Visitor baby clinic is held at Torridon Road.

The Library Service also has a number of staff who have become Dementia Friends and have supported Dementia Awareness Week.

3.2.

Reading Well – Books on Prescription and the Reading Hack

Lewisham were the first library service in the UK to pilot a new kind of reading group for 13-18 year olds, the "Reading Well Reading Hack".

The Reading Well Reading Hack was a coming-together of two projects run by The Reading Agency: Reading Well / Shelf Help and Reading Hack. "Shelf Help" is a collection of books aimed to support young people, gathered together by The Reading Agency with advice from young people, health professionals and library staff.

The collection is in all of our libraries. Reading Hack is a reading group for young people, encouraging them to direct their own reading and respond creatively to it so that other young people are attracted to books and reading, too.

Lewisham's Reading Well, Reading Hack ran for seven weeks at Somerville Youth Club, New Cross and explored stress, bullying, sexuality and love through reading and sharing books on the "Shelf Help" booklist. In total we worked with 20 young people and centre managers reported changes to their behaviour self-awareness and self-control / positive self-expression in the centre as a direct result.

3.3.

Home Library Service

The HLS provides a valuable service for individuals who live in their own homes, often on their own and also for residents in nursing, residential and sheltered housing. For those in non-residential care, the HLS team are likely to be the main point of contact. They provide information and refer customers to a range of services including other Council departments such as Adult Social Care. The HLS team provide impartial, friendly advice and often listen to customers' concerns and fears.

Feedback provided to the team include:

I really value the home library service books, The Russian Memoir. I am so grateful for the hours of real pleasure. Excitedly starting Edith Cavell.

Always a pleasure every month to have my books delivered by a helpful and happy person.

I cannot thank you enough for the wonderful service you provided (to my mother).

Above all, being flexible to individual customer requirements and providing a personalised service is greatly appreciated by customers and their families. Customers know who will deliver the service, the day, date and approximate time of delivery and value this reliability.

4. Purpose 4: Economic growth

4.1. Supporting new businesses and start ups

We work closely with local organisations and groups providing them with free and low cost spaces to meet or promote their services. Our hub libraries and our community partners make a range of rooms and resources available for short and long term hire across the borough.

4.2. Supporting job seekers and career development

Learn My Way is supported in our libraries to help people develop their digital skills. This provides a basic introduction to the digital world and includes CV and job search elements.

Lewisham Libraries also work with Lewisham GoON to enable people to join the digital world and support them to develop practical skills for life and work.

4.3. Incubating creative industries

Deptford Lounge hosts the LEAN Breakfast Club where freelancers working in the arts are invited to network over a croissant and a cup of coffee. We work closely with local groups and individuals providing them with free and low cost spaces to meet, work or promote their services. All libraries offer free wi-fi.

4.4. Apprenticeship Programme

Lewisham Library Service currently employ several staff who have come through the Apprenticeship Programme, in 2014 our member of staff Ramel Foster now employed as a library assistant was highly praised by the Apprentice of the Year Award. Libraries are involved in the 2017 Apprenticeship scheme and look to recruit 2 apprentices this year.

5. Purpose 5: Culture and creativity

5.1. TAA exhibitions, Talk About...Art

(TAA) is a not-for-profit organisation whose aim is to promote greater access to and engagement with the visual arts for children and teenagers in areas where exposure to the visual arts may be restricted or discouraged. This year TAA has worked with Tidemill Academy to put on an exhibition at Deptford Lounge on art as jewellery connecting cultures. This exhibition ran from 27 April-20 May 2017 and involved free jewellery making workshops for local schools, along with 'Show and Sell' Saturdays where the Jeweller in Residence spoke about jewellery design and members of the public had the chance to make their own pieces of wire work jewellery.

5.2. The Lewisham People's Patchwork

The patchwork is a community art and oral history project that poses the question: "If you had one patch to tell a story, what story would you tell?" It is just coming to the end of a year-long tour of Lewisham's libraries and selected community venues that contributed to its creation.

The project was part of the celebrations of 30 years of People's Day. During the year that led up to People's Day 2014, the Library Service asked people to contribute 'their' patch and collected over 120 patches from groups connected with the Borough and individuals, aged 18 months to 92 years. Sessions were held to enable people to create their patch. The community then came together to sew them together, making a quilt that measures just under 2 metres wide x 3 metres high. As the patches flooded in, so did the stories that go alongside them – everything from how Lewisham market has changed over the years to reminiscences about World War 2 to stories of near-death experiences and the kindness of strangers and hospital staff. Some common themes emerged such as an appreciation for Lewisham's green spaces, an

appreciation of diversity, a celebration of kindness and community spirit – and the willingness to fight for social good such as the NHS.

The People's Patchwork also contains other elements: the Patchwork of Sound, a soundscape created by local artist Jay Harris from sounds recorded across Lewisham interspersed with interviews from patch-makers and an augmented reality element linking patches with pictures from the Archives, created by Amplified Robot.

5.3. **Lewisham Heritage team**

For the last year the HLF funded Lewisham @ 50 Exhibition has been touring the libraries and received positive reviews. Supporting education materials were sent out to schools and the final project report was submitted to Heritage Lottery Fund. Work has begun on the approaching 40th anniversary of the Battle of Lewisham. The Heritage team is working with Goldsmiths College to erect a plaque commemorating the battle at the College, and the Local History and Archives Centre has received a timely deposit of material including photographs and ephemera relating to the event. The Local Studies Librarian is organising a commemorative exhibition incorporating some of these items in time for August. LHAC provided research, materials and promotion for April's Cityread events, including a walking tour of Elizabethan Deptford, and is providing materials for this year's 'Heroes'-themed People's Day on 8 July. For this we have created an interactive map of the council's Maroon plaques via Historypin, helping people to find the borough's plaques so that they can take and submit a 'selfie' for the People's Day competition.

5.4. **Hothouse @ Deptford Lounge**

The Hothouse project ran at Deptford Lounge for a year and a half and came to a close on 28 February 2017. Hothouse was a partnership between local artists, residents and staff from libraries, the Albany, and Deptford Lounge. It offered an amazing range of cultural activities, including live music, theatre workshops, and guided tours of Deptford's future, film nights, story-telling, Tai-Chi sessions, festive futuristic cabaret and sci-fi craft workshops.

December saw Deptford's own Winter Spectacular, a day of free festive fun for the whole family with Wonderland themed craft stalls, workshops, storytelling, holiday film screenings and more.

Smash Fest (13-17 February) brought volcanoes to the Lounge which attracted families of all ages to participate in arts and crafts, storytelling, a Volcano Supermarket Sweep game and a selection of films.

Hothouse closed in February with a celebratory closing party which included performances by local artists including 'Writer in Deptford' Bernadette Russell. The Federation of Refugees from Vietnam in Lewisham (FORVIL) ran a pop-up café and there was the annual Book Swap Day, themed - The Cat in the Hat.

The Lounge also hosts the Multicultural Writers' Group - an informal space for those interested in writing to meet, discuss and develop their work, with shared constructive feedback. The group meets once.

6. Purpose 6: Communities

6.1. **Community library model**

October 2017 saw the extension of the community library model with the addition of 3 new libraries. Lewisham now has a total of 9 community libraries. The latest additions are The Archibald Corbett Library, Forest Hill and Manor House Libraries.

It has been an exciting time for libraries, working with the new partners who are already enhancing the library offer with their range of additional activities, e.g. yoga and a coding club for young adults at the Archibald Corbett Library and origami and Go-On IT support sessions at Forest Hill.

6.2. **LGBT community**

Libraries and the Lewisham LGBT Staff Forum co-ordinated this year's LGBT History Month, involving people across the community and delivering a wide range of events. It started with a launch event at the Broadway Theatre featuring speeches from Phyll Opoku-Gyimah, founder of UK Black Pride, transgender human rights campaigner Natacha Kennedy, Lewisham LGBT Met Police representative Susan Hailes and Mayor Steve Bullock. Around 60 people attended and feedback was very positive.

7. Purpose 7: Information and Learning

7.1. **First World War commemoration**

Over the past twelve months the council and Lewisham Libraries have supported and participated in a number of events commemorating the First World War centenary.

On 30 September 'The Battle of the Somme' film was screened with a live orchestra at the Broadway Theatre. This was well received by the audience of approximately 270. Talks were provided by IWM Senior Curator Dr Toby Haggith, composer Laura Rossi and Sir Steve Bullock, and the end was marked by a minute silence lead by the Deputy Lieutenant.

In February planning began for the unveiling of a new commemorative stone to Brigadier Clifford Coffin VC, to be placed by the VC Memorial and First World War Memorial. It is due to be unveiled at 11am on Monday 31 July, and the Borough Archivist has been tracing living relatives to invite to the event.

More recently one of our volunteers completed an extensive and well-received Wiki entitled 'Conscientious Objection in Lewisham 1916-1919' which should prove useful to both academics and the public. Staff continue to add information to the other WW1 Wikis and to support users in their WW1 local and family history research during this period of increased interest.

7.2. **Heritage Team placements**

This year Lewisham Local History and Archives Centre has continued to provide valuable work placements and volunteering opportunities to students and the public. Thanks to their help, not only have we acquired the new 'Conscientious Objection in Lewisham 1916-1919' Wiki, but also a display on the Deptford Fund, and an increasing number of our photographs have now been indexed, digitised and made available to the public through the Borough Photos website. On 3 June LHAC attended the Volunteer Fair at Lewisham Shopping Centre to increase awareness of these opportunities.

7.3. **The work experience programme**

Each year Lewisham Libraries take part in the Council wide work experience scheme. Pupils aged 14-16 have worked in the 7 libraries for up to 2 weeks. In the last year we have welcomed 11 students throughout the service who have worked alongside library staff and assisted with a range of activities including rhyme time sessions, craft for children, IT support and helping customers to make the best use of the library. Libraries have hosted a number of school children from Forest Hill, Addey and

Stanhope and Deptford Green schools for Work Experience, and will also be hosting more children from Prendergast, City of London Academy and Bonus Pastor Catholic College. This is a valuable role for libraries in preparing young people for their future world of work.